



## Call Management System (CMS)

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### Product Summary

Call Management Systems (CMS) provides the information and management tools agencies need to monitor and analyze the performance of their contact center operations, showing where improvements are needed and where to take fast effective action.

DTS has implemented a Centralized Call Management System (CCMS) platform that will host up to eight physical locations in lieu of installing stand-alone Call Management Systems (CMS) at each location requiring CMS functionality. The CCMS eliminates agencies having to train employees to administer and maintain a stand-alone CMS.

The CMS is located at the State Office Building and is monitored and maintained by DTS PBX Maintenance personnel.

### Description of Services

The CMS is a database, administration, and reporting application designed for enterprises that receive a large volume of telephone calls and have complex contact center operations. Working in conjunction with CMS, the Centre Vu Call Management System Supervisor client provides comprehensive administration and reporting capabilities using a familiar Microsoft Windows interface.

With CMS customers can view live, real-time information and see the immediate results of their adjustments. They can also use historical reports to analyze trends, establish performance benchmarks, and plan new marketing or customer service campaigns. Supervisors have access to real-time and historical reports to help them effectively manage the performance of their personnel. A powerful custom report package lets customers modify real-time and historical reports or create reports that fit their unique requirements. Extensive reporting of exceptions allows managers to quickly identify areas requiring immediate attention.

### Product Features

#### Report Management via standard reports

Call Management System (CMS) provides over 200 real-time and historical management reports and extensive historical data storage capabilities. Depending on hard drive capacity, detailed records can be store per the following schedule:

- intra-hour data for up to 31 days,
- daily reports for up to 367 days,
- weekly reports up to 53 weeks, and

- monthly data for up to 13 months.

CMS gives the real-time view of the call center so managers can:

- Quickly pinpoint problems across the entire operation, and reach resolution in real-time.
- Achieve critical customer service objectives.
- Simultaneously boost productivity of call center employees and resources.

### **Increased Capacities**

The maximum number of split/skill members (agent-split/skill pairs) is 100,000 across multiple ACDs (max. 8). The switch maximum is 60,000 with the use of an Avaya S8700 Media Server. The following are maximum capacities for the large system:

- The limit remains at 100,000 split/skill pairs
- A single CMS can support up to a maximum of 8 ACDs
- 100 AUX (Auxiliary) Work Codes (CMS R13 Expanded AUX version only)
- 400 Avaya CMS Supervisor instances running 2 real-time reports at a 30 second refresh rate

The provisioning process ensures customers are not over utilizing CMS resources required for data storage and tracking. These settings establish the upper boundaries for what the customer can utilize across all ACDs.

The increased limit of 100,000 split/skill pairs for Avaya CMS R12 and R13:

- Allows more logged-in agents in a multi-ACD environment.
- Assists DTS customers who want more consolidated reporting.

### **CMS High Availability**

The High Availability (HA) system provides a fully redundant back-up Call Management System (CMS). Two independent, fully functional CMS servers are connected through dual data links to one or more Communication Manager servers.

High Availability helps prevent data loss caused by maintenance and upgrade activity, helps prevent data loss caused by failure of system components, and helps customers ensure the continuity of their business operations.

### **CMS Supervisor Report Functions**

CMS Supervisor enables customers to use a PC to access all the reporting and administrative power of CMS with a familiar graphical user interface in a Microsoft Windows environment. CMS Supervisor runs on Windows 98, Windows 2000, or Windows XP.

### **Instant Alerts**

CMS Supervisor has a threshold alerting function that instantly notifies users of important developments in the contact center. Call Center managers set thresholds for those measures that are critical to the call center – such as when the number of abandons has exceeded the acceptable level within a time period, when the average speed of answer has exceeded the specified limit, etc.

Instantly notifies users of any measure outside acceptable levels.

- Users are able to set thresholds and do other work, and be automatically alerted, via visual and auditory signals, when a specified measure is exceeded.
- Immediate notification allows supervisors to take quick action, such as reassigning agents to a particular split/skill.

### **Multilingual Support**

CMS is currently offered in U.S. English. CMS Supervisor provides the following language support through the CMS Supervisor user interface:

- U.S. English
- Colombian Spanish
- German
- Italian
- Brazilian Portuguese
- European French
- Japanese
- Simplified Chinese
- Support for Traditional Chinese characters in names (not translated)
- Support for Korean characters in names (not translated)
- Dutch
- Russian

Provides on-line help and documentation in several languages:

- Increases the interaction options and services available to global, international, or multilingual customers.
- Supports Call Centers, Best Service Routing (BSR), and Network Routing.

### **Save as HTML**

The Save as Hypertext Markup Language (HTML) function allows users to export a snapshot of a report running in CMS Supervisor and save it as an HTML file.

Any report generated in CMS Supervisor can be converted to an HTML file. This file can then be stored on a Web server for viewing on the Internet or an Intranet.

### **Product Benefits**

- Ability to, via the Microsoft Windows graphical user interface, monitor and move multiple agents easily with the use of a mouse versus a series of commands, while also giving customers the familiar look and feel and increased efficiency of the Microsoft Windows platform.
- Ability to run other PC applications while actively monitoring contact center conditions.
- Customized threshold and exception alerting, which can help contact center managers rapidly respond to changes within the contact center.
- Utilizing existing PC and LAN environments can help reduce costs, recover desk space, leverage infrastructure investments by eliminating the need for a separate terminal, and allow users to print reports on any network printer for which the user has permissions.
- Expanded mobility, with access to the CMS from the desktop or laptop PC through the use of the CentreVu Supervisor loaded on the PC. CentreVu Supervisor does require a license which is sold separately.
- Access and monitor multiple contact centers simultaneously. CMS supports multiple windows as well as multiple instances, allowing CMS Supervisor to connect to up to four

different CMS platforms simultaneously. A single CMS platform can support up to eight Communication Manager ACDs.

- Automatic execution of CMS reports, Communication Manager ACD administration and other tasks with the scripting feature provides automatically scheduled running and printing of reports as well as other scheduled tasks. Scripting saves money and time by allowing scheduling of contact center tasks, such as agent reconfiguration, report generation, and vector routing changes, with the customer's PC based scheduling package.
- Easy export of contact center data to other Windows applications via clipboard cut and paste, exporting to a file, optional Open Database Connectivity, or HTML for posting customer's results on their Intranets.
- Vertically integrated industrial-strength contact center product family offers one-stop shopping. The full suite of contact center products includes IVR, outbound dialing, call detail ad-hoc reporting, agent monitoring and recording systems, and workforce management.

### **Services Not Included with this Product**

Custom reporting, Report Wizard, and Report Designer are optional features customers can purchase for an additional cost. These features are customer maintained and not Avaya supported.

Fast, easy creation of customized reports with Report Wizard is available with the optional Report Designer package. Report Wizard offers a step by step approach for easy, customized report creation.

Report Designer uses the Windows interface to lead management easily through all the steps needed to create a report. One can copy an existing report or start from scratch, combining real-time and historical data in a single report. Agencies may elect to use Report Wizard to create the majority of their custom reports - it provides a fast and easy shortcut to report creation by providing a step-by-step guide through report creation.

### **DTS Responsibilities**

- DTS will provide CMS functions to the customer agency.
- DTS will be responsible for all costs to the vendor associated with the purchase, installation, and maintenance of the necessary equipment and software to provide CMS functions.
- DTS will charge the customer agency monthly for the CCMS service.

### **Customer Responsibilities**

- The customer agency will be responsible for the initial programming costs as well as the costs of any desired terminals or printers. Such costs will be assessed as a one-time charge.
- The customer agency shall notify DTS Voice Planning when adding new splits/skills at locations where there are multiple Split/Skill Fee amounts or new locations are being connected to the CMS. The changes must be accompanied by an order.
- The customer agency shall consult with Voice Planning before loading the software on a PC. An order is required.
- The customer agency shall consult with Voice Planning when adding or deleting locations.

## DTS Customer Support

- Problem resolution is managed through industry best practices using the Remedy Help Desk Support Process.
- Problem priority is based on importance of system affected, severity of system degradation, and number of affected users.
- Problems can be submitted 24 x 7 via the Web, Live Chat, or telephone.
- Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).
- Response to submitted problems is two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.
- Response to escalated problem submissions not resolved by Customer Support is within two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.
- Resolution performance is measured regularly.

## System Requirements

### Requirements

#### Hardware Requirements

##### PC specifications for CMS Supervisor

To install and run Avaya CMS Supervisor R13, customers need the following:

- Avaya CMS R13
- A PC running on the Microsoft Windows operating system
- The recommended Windows environment is: Windows XP, Windows 98, or Windows 2000
- Pentium II or compatible 233 MHz processor or greater
- 64 Mb RAM or minimum required by the operating system if greater
- SVGA monitor with a graphics adapter supporting 16-bit color (64 Kb colors) or higher, with 800x600 resolution or higher
- Available free disk space: · 50 Mb or more before installation of Avaya CMS Supervisor
- Additional languages may require up to 5 Mb of disk space for each language, for each application Installation
- CD-ROM or from a network server Communications
- TCP/IP protocol stack ·Serial connection to Avaya CMS

#### Software Requirements

##### Switch release

The Call Management System (CMS) can have links to several switches (up to eight) and these switches can be different releases. The Implementation Services Organization's (ISO) CMS Provisioning team administers each link (ACD) according to the switch release (in Switch Setup). Avaya CMS R13 does not support switches prior to DEFINITY R8, with Call Center Release 8.1 software. If a switch is not upgraded to a new release but Avaya CMS is upgraded to R13, the Switch Setup does not provide an option for that later release of the switch. In this instance, for the Avaya R13 CMS, the switch will be provisioned as DEFINITY R8 system, and the Avaya CMS Release field (on the switch) will be administered as R8. Consequently, Release 13 CMS features or capacities that require switch support will not be available. The Avaya CMS R13 only supports switch releases R8, with Call Center Release 8.1 through Call Center 3.0.

**Product Rate**

CMS SERVICE CODES				
Description	Monthly Fees		One-Time Fees	
	Service Code	Amount	Service Code	Amount
Capitol CMS Split/Skill	CMSplit125	\$ 125.00	CMSOTCSPLT	\$ 120.00
HMW CMS Split/Skill	CMSplit125	\$ 125.00	CMSOTCSPLT	\$ 120.00
Rampton CMS Split/Skill	CMSplit125	\$ 125.00	CMSOTCSPLT	\$ 120.00
Health CMS Split/Skill	CMSplit135	\$ 135.00	CMSOTCSPLT	\$ 120.00
DWS CMS Split/Skill	CMSplit 20.25	\$ 20.25	CMSOTCSPLT	\$ 120.00
Tax CMS Split/Skill	CMSplit45	\$ 45.00	CMSOTCSPLT	\$ 120.00
CMS Agent	CMSAgent	\$ 1.00	CMSOTCAGT	\$ 8.50
Centre Vu Software Fee	NA		CMSOTCSUP	\$ 545.00
Centre Vu Software Upgrade Fee	NA		CMSOTCSUPUPG	\$ 175.00
Centre Vu Supervisor Tracking	NA		CMSSUPV	NA

**Ordering the Product**

Contact the DTS Customer Support Center, (801) 538-3440 or (800) 678-3440, to request a Strategic Voice Planner to contact you with information on ordering the CMS service.

**Product Agreement**

DTS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved DTS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between DTS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.

**Definitions**

**CMS** Call Management System, an optional enhancement to a telephone system, of hardware and software, which provides various reporting capabilities for statistics related to call center activities. The system allows a manager of a call center to determine the number of agents and lines required to provide the desired service level to callers, and to identify problems in real time.

**Call Center** A group of agents with similar job skills and expertise who answer incoming calls from a pool of calls. The calls are distributed to each agent by the telephone system based on their availability to take calls. Caller typically hear recording while in queue, then are connected to an available agent.

**Split/Skill** ACD routing division that allows calls arriving on specific trunks or calls of certain transaction types to be answered by specific group of employees.

**Agent** A member of a split/skill. The person who answers a call.

### CMS Billing Procedures

In order to reduce the costs to provide CMS services, DTS has installed a CMS platform that will host up to eight (8) locations. Rates have been established for the locations that are currently leasing CMS services from DTS and will be managed through Special Billing Agreements.

The rates were established in an attempt to distribute the savings DTS was able to ascertain through the implementation of the Consolidated CMS Platform at the Capitol Complex to all the agencies that subscribe to the CMS services, and to develop a billing methodology that would be as simple as possible to implement and manage.

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The CMS rates will be reviewed each year to determine if the rates are:

- Recovering the CMS expenses: upgrades, installation, and maintenance costs.
- Distributing the costs among the users, or in other words, all users are benefiting from the savings by consolidating the CMS systems to one location.
- Determine if the Split/Skill Fees can become more ubiquitous due to an increase in users and expense remaining the same or decreasing.

There are certain fees associated with subscribing to CMS services. The fees are: Split/Skill, Agent, Centre VU Supervision, and new ACD site fees. A description of each fee, the monthly and one-time fees, and the applicable Service Codes has been provided.

Customers will be required to sign a Special Billing Agreement (SBA) prior to acquiring the CMS services. The Voice Product Team should review new or cancellation of any SBA.

#### Split/Skill Fees:

A Split/Skill Fee is charged for each group of agents. A group of agents is referred to as a split/skill. The Split/Skill Fee amount is based upon the Location where the agency resides. The Split/Skill Fees listed in the table below apply to existing and new Splits/Skills. The Split/Skill Setup Fee is \$120.00. The Split/Skill Fee Service Codes will be added to the pilot or lead number inventory record unless requested differently from the agency.

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Agencies should work with their designated Voice Planner to add, change or delete Splits/Skills. The Voice Planner will provide the applicable information to the Order Desk so that orders can be issued to complete the work by the PBX Maintenance Group. Planning should be involved when adding new splits/skills or new locations are being connected to the Consolidated CMS.

**Under no circumstances should additions, changes or deletions be made without an order.**

#### Split/Skill Fee Schedule:

Agency	Location	Monthly Service Code	Amount	One-Time Fee Service Code	Amount
Capitol CMS	Capitol	CMSplit125	\$ 125.00	CMSOTCSPLT	\$ 120.00
HMW CMS	HMW	CMSplit125	125.00	CMSOTCSPLT	120.00
Rampton CMS	Calvin	CMSplit125	125.00	CMSOTCSPLT	120.00
Health	Cannon	CMSplit135	135.00	CMSOTCSPLT	120.00
Work Force Services	WFS-ADM	CMSplit20.25	20.25	CMSOTCSPLT	120.00
Tax Commission	Tax-ADM	CMSplit45	45.00	CMSOTCSPLT	120.00



**Agent Fees:**

An Agent Fee applies to each split/skill member and is referred to as an agent. An agent is assessed the Agent Fee only once regardless of the number of splits/skills to which the agent may be assigned. However, the Setup Fee is assessed each time a request is submitted to add an Agent in a Split/Skill or multiple Splits/Skills. The monthly Agent Fee and setup charges are the same regardless of the location where the agency resides. Unless an agency requests differently, the monthly and setup fees will be added to each agent's login ID extension or DID extension.

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To add, change, or remove an agent, agencies should go through the normal order process, or they may work through their designated Voice Planner. As part of the order, a segment should be sent to the PBX Maintenance Group to add the agent to the applicable split/skill(s) in the CMS.

**Under no circumstances should additions, changes or deletions be made without an order.**

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**Agent Fee Schedule**

Agency	Location	Monthly Service Code	Amount	One-Time Fee Service Code	Amount
All	All	CMAgent	\$ 1.00	CMSOTCAGT	\$ 8.50

**Centre Vu License Fees:**

The Centre Vu Fee is to cover the licensing costs for the client software that is loaded on a PC when requested by an agency. There is only a setup fee for the license. The Service Code for the setup fee is added to the DID extension or the agent login ID of the individual that is receiving the software unless the agency advises differently.

There are two types of setup fees. The first type is for customers who are receiving the client software for the first time. The second type of setup fee will be assessed to those customers who have Centre Vu and are upgrading to the new version.

Per Avaya's licensing requirements, a license must be purchase for every PC that has the client software loaded on it. Centre Vu users will be allowed only one CMS session at a time. To avoid problems when logging into the CMS, each login must be uniquely named. In other words, no login should be a subset of another login. For example, Tax and Tax1 are not considered as valid logins as the system will not allow both logins to access the CMS simultaneously. Requests for additional licenses should be coordinated through the agency's designated Voice Planner. The Voice Planner will submit a request to the Order Desk to have an order issued for the PBX Maintenance Group to complete the request.

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**Under no circumstances should the software be loaded on a PC without an order.**

**Centre Vu License Fee Schedule**

Agency	Location	Maximum Quantity	*Tracking Service Code	One-Time Fee Service Code	Amount
All	All	NA	CMSSUPV	CMSOTCSUP	\$ 545.00

**\*Note:** Effective April 1, 2005, a non-billable service code, CMSSUPV, was created to allow tracking of CMS Supervisors. This service code will be used in addition to the above existing One-Time Fee Service Code's.

**Centre Vu License Supervisor**

Agency	Location	Maximum Quantity	Service Code	Amount
All	All	NA	CMSSUPV	NA

**ACD Site Fees:**

The hardware, installation, wiring materials, and engineering fees will be prorated over the splits/skills that are being installed at the time these costs are incurred. When connecting an ACD Site to the Consolidated CMS platform a C-LAN card is required. In addition to the C-LAN card, the agency will incur engineering and provisioning charges to transfer the CMS library from the existing CMS at the agency's location to the Consolidated CMS, or to create the CMS library for agencies that are new CMS customers. These fees may be incurred by DTS contracting with Avaya and/or by using DTS personnel to complete the work. To calculate the costs, charges from Avaya should include the department's Administrative Fee (10%) and/or any applicable hourly or quoted rates for DTS personnel.

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**Under no circumstances should a location be added or deleted without the review of the Voice Product team (which includes Voice Network Planning, PBX Maintenance and Voice Planners).**

CMS SERVICE CODES				
Description	Monthly Fees		One-Time Fees	
	Service Code	Amount	Service Code	Amount
Capitol CMS - Capitol	CMSplit125	\$ 125.00	CMSOTCSPLT	\$ 120.00
HMW - CMS	CMSplit125	\$ 125.00	CMSOTCSPLT	\$ 120.00
Rampton CMS	CMSplit125	\$ 125.00	CMSOTCSPLT	\$ 120.00
Health CMS - Cannon	CMSplit135	\$ 135.00	CMSOTCSPLT	\$ 120.00
Work Force CMS	CMSplit20.25	\$ 20.25	CMSOTCSPLT	\$ 120.00
Tax Commission	CMSplit45	\$ 45.00	CMSOTCSPLT	\$ 120.00
CMS Agent	CMSAgent	\$ 1.00	CMSOTCAGT	\$ 8.50
Centre Vu License Fee	Not Applicable		CMSOTCSUP	\$ 545.00
Centre Vu Software Upgrade Fee	Not Applicable		CMSOTCSUPUPG	\$ 175.00
Centre Vu Supervisor Tracking	Not Applicable		CMSSUPV	N/A

CMS			
	Number Type	Billable	Non-Billable
<i>Announcements</i>	Phantom	X	
<i>Hunt Groups A</i>	Phantom	X	
<i>Hunt Groups B</i>	DID		X
<i>VDN - A</i>	Phantom	X	
<i>VDN - B</i>	DID		X
<i>VDN -C</i>			
<i>Bridged Appearance</i>	Real #		X
<i>Line Appearance</i>	Main # for a person		X
<i>CMS - IVR Port (agent)</i>			X
<i>CMS - CON Port (agent)</i>			X
<i>CMS - Live agent</i>			X
<i>IVR used to route a call off the system</i>			X
<i>Incoming only, providing info</i>		X	

CMS Aries Template